



City of Flagstaff

October 1, 2009

***Please read letter in its entirety as there are changes from last year**

Dear Citizen:

The City of Flagstaff Parks Section provides **snow berm removal** to citizens with a physical disability or limitation. Once the Streets Section has plowed the residential area (see reverse), the service will consist of removing the accumulated snow left at the end of driveways by the snow plows. It does not include the removal of snow from your driveway or sidewalk.

The priority order of snow removal for the Parks Section is as follows:

1. Parking lots – City owned buildings must be plowed before opening hours.
2. City owned sidewalks.
3. Heritage Square – sidewalks and the plaza.
4. Alleys – City easements or rights-of-way that provide access to residential homes.
5. **Courtesy service – snow berm removal for citizens with disabilities.**
6. Entrances to FUTS (Flagstaff Urban Trail System) –to provide unobstructed access for trail users, including children who use some sections to walk to school.
7. Parking lots in City parks.
8. Stairways and walkways in City parks.
9. Parks Maintenance yard.
10. Skate tracks and BMX tracks in City parks.

To provide the best possible service, we must follow the above priority list. **We cannot estimate or guarantee a designated time for snow berm removal.** Factors that may delay service include the time of snowfall, how heavy the snowfall is, and how long the snowfall continues. We ask that all customers be patient, as this service is provided to you as a courtesy. **If necessary, other arrangements should be made if access is required prior to receiving the service from the City. If there is a true emergency, dial 911.**

To ensure that this service is provided only to those who need it, we are now requiring proof of medical necessity. This must be provided to us in one of two ways:

1. **Provide us with a copy of your current Motor Vehicle Division disability placard or other materials from the Motor Vehicle Division regarding your disability license plate, or**
2. **Complete the enclosed form and return it to our office.**

To keep our list current please provide us with one of the above before November 1. **If we do not hear from you by November 1, 2009, your name will be removed from our list.** If you have any questions or concerns, please call the Public Works Administrative Office at 779-7660.

Sincerely,

City of Flagstaff Public Works

Arizona Relay Service 7-1-1
211 West Aspen Avenue, Flagstaff, Arizona 86001
Main & TDD (928)-774-5281 • Fax (928) 913-3200



CITY OF FLAGSTAFF SNOW AND ICE CONTROL POLICY

The City of Flagstaff, **Public Works Division**, is responsible for approximately 634 lane miles of streets, 40 miles of sidewalk, 62 parking lots, courtesy handicap snow berm removal, 16 miles of alleys, 2 Airport terminal parking lots, the runway, taxiway & connectors consisting of approximately 2,300 acres of Airport infrastructure.

The 634 lane miles of streets, only consists of making one pass with a snow plow. Most residential neighborhoods require three to four passes per street. The main arteries (Butler, Cedar, etc.) require five to six passes with a snow plow. This equals over 2,500 plow miles.

The Streets Section currently has thirty-six pieces of equipment which operate around the clock plowing, cindering, and picking up snow. In addition to our city employees, the Street Section draws help from a pool of approximately 75 temporary employees to aid the operations.

The snow policy, which was approved by Council, sets the following priorities and time frames:

0" to 3"	First Priorities
3" to 8"	Second Priorities within 12 hours
8" to 12"	Second Priorities within 18 hours
over 12"	Second Priorities within 36 hours

First priorities consist of the following:

1. School Bus Routes (provided by the school district)
2. Mountain Line Transit Routes
3. Main Arteries
4. Major Hills
5. Downtown

Second Priorities consist of the following:

Residential
Commercial

Some of the difficulties we encounter involve cars parked on the street after midnight. This prevents us from cleaning the street properly and usually results in more windrows away from driveway entrances. In the older parts of town, the streets are not as wide and sometimes won't be plowed. Cul-de-sacs create additional problems because the equipment used does not maneuver well in close areas. There are new street designs within the city that are intentionally engineered to curb vehicular speeds within residential areas. These streets are restricted in width, which might inhibit plowing if vehicles are parked on the street. If the equipment operators feel there is a safety problem which might cause an accident, the street will not be plowed.

The timing of the storm also causes problems. When the storm arrives in the early morning hours, it takes approximately six to eight hours to plow and cinder the first priorities. When traffic starts to pickup in the morning, it is very possible that people will only see partial areas plowed. **We will try to keep the first priorities open at all times.**

The **Parks** Section is responsible for the sidewalks at City facilities, parking lots, alleys, and disabled/physically limited driveway entrances. This also includes the Heritage Square Plaza. Parks has thirteen pieces of equipment and five walk-behind snow blowers, along with several hand shovels.

Snow & Ice Removal from Sidewalks

City code requires the removal of snow, ice and cinders from public sidewalks from any source including precipitation, snow plows, and traffic. Any owner, occupant, tenant or person caring for any building, lot or parcel of land that borders a public sidewalk is responsible for clearing the entire width of the sidewalks.

Title 8 of the Public Ways and Property Code (8-03-001-0004) states that all debris must be removed within the first twenty four (24) hours after an accumulation of snowfall.

If sidewalks are not maintained, the City of Flagstaff may perform the required cleaning. Service charges of \$130/hour may be charged.

Please do not throw snow in the streets. If you are unable to clear your sidewalk as required, ask for assistance from friends or neighbors. If you have any questions concerning safe sidewalks please call 928-779-7622 or visit the website www.flagstaff.az.gov/environment